



**VACANCY ANNOUNCEMENT
U.S. Department of State**

Announcement No. ST-FN-17-10

OPEN TO: All Interested Candidates

POSITION: **RECEPTIONIST/TELEPHONE OPERATOR, FSN-4/FP-AA**

OPENING DATE: May 21, 2010

CLOSING DATE: June 4, 2010

WORK HOURS: Full time: 40 hours/week

SALARY: For salary information, contact the HR office

Budget constraints do not allow post to honor highest previous rate (HPR) requests. Hiring offers will be made at the step 1 level. EFMs who are currently employed at post and who have applied for another position within the Mission will be considered for HPR pending review of qualifications by the Bureau.

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Tegucigalpa, Honduras is seeking an individual for the Receptionist Telephone Operator position in the Information Management Office.

BASIC FUNCTION OF POSITION:

The incumbent is responsible for providing receptionist and telephone operator services to all agencies within the Embassy and some of its annex locations. Serves as translator/intermediary for Embassy personnel requiring assistance. Assists U.S. citizens or callers with basic Consular inquiries or forwards calls to appropriate personnel for assistance. Additionally, performs clerical and administrative functions.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

QUALIFICATIONS REQUIRED:

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

EDUCATION: Completion of secondary school is required.

- EXPERIENCE:** At least one year of clerical experience is required.
- LANGUAGE:** Level III (working knowledge) in English and Level IV (fluent) in Spanish are required. This will be tested.
- KNOWLEDGE:** Must have knowledge of the Embassy and/or its associated agencies.
- SKILLS AND ABILITIES:** Must have considerable tact, skill, and diplomacy in dealing with the public. Must be able to use computer applications (Word, Excel, and Internet Explorer). Must be able to handle emergency situations professionally.

SELECTION PROCESS:

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed Not Ordinarily Residents (NORs) hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. Current Ordinarily Resident employees (OR) who have not worked in their present position for more than one (1) year are ineligible to apply.
7. All candidates for employment with the US Mission must pass a background/security investigation and a medical clearance. Any employment offer with the US Mission is contingent upon a candidate's ability to secure the necessary clearances.

TO APPLY:

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for US Federal Employment (SF-171 or OF-612); or a current resume or curriculum vitae that provides the same information as an OF-612; plus
2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO:

Human Resources Office
Attention: Martha Núñez
Telephone: 236-9320 Ext. 4518
Fax: 221-4002

By Mail: Send to American Embassy, Human Resources Office, Room 335, and P.O. Box 3453, Tegucigalpa, Honduras.

In Person: Hand-carry and deposit in drop box located at the entrance of the American Embassy, Post # 3, Avenida San Carlos.

Via Email: NunezMA@state.gov

DEFINITIONS:

1. **US Citizen Eligible Family Member (USEFM)** – For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:
 - US Citizen; and,
 - EFM (see below) at least 18 years old; and,
 - Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 - Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 - Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.
2. **EFM:** An individual related to a US Government employee in one of the following ways:
 - Spouse;
 - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
 - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
 - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.
3. **Member of Household (MOH)** – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:
 - Not an EFM; and,

- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:
- Is not a citizen of the host country; and,
 - Does not ordinarily reside (*OR*, see below) in the host country; and,
 - Is not subject to host country employment and tax laws; and,
 - Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:
- Is locally resident; and,
 - Has legal, permanent resident status within the host country; and,
 - Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

CLOSING DATE FOR THIS POSITION: JUNE 4, 2010

The US Mission in Tegucigalpa, Honduras provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

SEE <http://honduras.usembassy.gov> FOR ADDITIONAL EMPLOYMENT OPPORTUNITIES
